Security Services Supervisor
Estates Office
2 x Permanent Posts

Role Overview
Reporting to the Head of Estates or his/her nominee, the post-holder will assist in all aspects of the provision of security services in addition to various support functions carried out by the Estates Office. The post holder will focus on using best industry practice to improve the efficient running of campus security services. The successful post holder will have responsibility to implement the security services strategy with an emphasis on supervision of both in house and contracted staff. This will include liaising and co-ordination with internal and external stakeholders and wider university community as well as each of the various Estates Operations, Projects and administration teams, and external the University’s contracted security service provider. The appointed Supervisor will be expected to assist in the effective operation of Estate Services including responsibility for day to day office and security staff management.

Duties and Responsibilities

The duties and responsibilities attaching to the post include but are not restricted to the following:

The position requires a flexible approach to work as the duties of Security Services Supervisor change in line with the needs of a rapidly expanding University. The hours of work are based on a weekly 2 shift pattern. The main duties of the post include the supervision all Security functions assisting both the Campus Services Coordinator and local Facilities Officer to ensure the effective running of the security service within the Estates Office.

- To effectively supervise the in-house security staff & contracted service providers
- To become familiar with and supervise the various technologies used within the security service section i.e. CCTV, Access Control, Intruder Alarms, Safe Zone
- To supervise and investigate all incidents of a criminal and non-criminal nature, providing detailed reports and evidence that may be required for follow up
- To supervise, log and allocate jobs from the Estates Office helpdesk to the security team members to ensure efficient customer service
- To plan and schedule rosters to ensure adequate cover is in pace on both campuses at all times
- To prepare written reports and recommendations on all matters relating to security and safety on campus and to assist and ensure all staff and contractor complete the appropriate Incident and Duty Reports
- Supervise Safe Zone, access control, car parking and enforcement
- Input to training on all security roles including health and safety
- Assist in the movement and arrangement of loose furniture relating to events, exams, or other
- Updating the Duties and Procedures document when necessary
- Supervise the administration of keys and locker allocation.
- Supervise the use and upkeep and maintenance of the Security vehicles
- Liaise with contracted service providers to ensure all cover and training
- Liaise with Gardaí when necessary to follow up on incidents
- Supervise the Postal service to ensure an effective postal system
- Supervise and manage all cash handling and stock control where necessary in accordance with the audit systems within the university.
- The role holder will be required work a shift pattern.
- Supervise all security functions across the St Patrick’s and All Hallows’ Campus during your shift.
- Arrange and meet with the relevant management team members and Security Contract managers on a regular basis to ensure the service levels are up to the required standard

Whilst the foregoing list captures many of the tasks for which the post holder shall be responsible, it should not be regarded as exhaustive. Other duties will be assigned according to the needs of the office and university.

Qualifications and Experience:

- At least 3 years’ relevant experience, preferably in a campus based supervisory role
- The post requires an innovator and self-starter who will supervise the in-house security service team, the contracted service provider staff and will assist the Facilities Officer on the St Patrick’s and All Hallows’ Campuses.
- Knowledge of computer based security systems and the wider security industry would be an advantage
• Excellent communication skills and demonstrable experience and ability to positively interact with both Internal and External Stakeholders is essential
• A full current driving license is essential.

Mandatory Training:
The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety, Manual Handling, First Aid and Data Protection (GDPR). Other training may need to be undertaken when required.